Please do not end the service for Captel communications. This phone is a highly motivational tool for those who have a severe-profound hearing loss. It is relatively easy to use(much easier than Voice Carry Over and 2-line Voice Carry Over.), and it is the closest possible tool to date that simulates a near-to-normal telephone conversation. Communication in this world's society equals power. Please do not end this wonderful "power tool" for those who benefit from it. Thank-you.